Effective Listening

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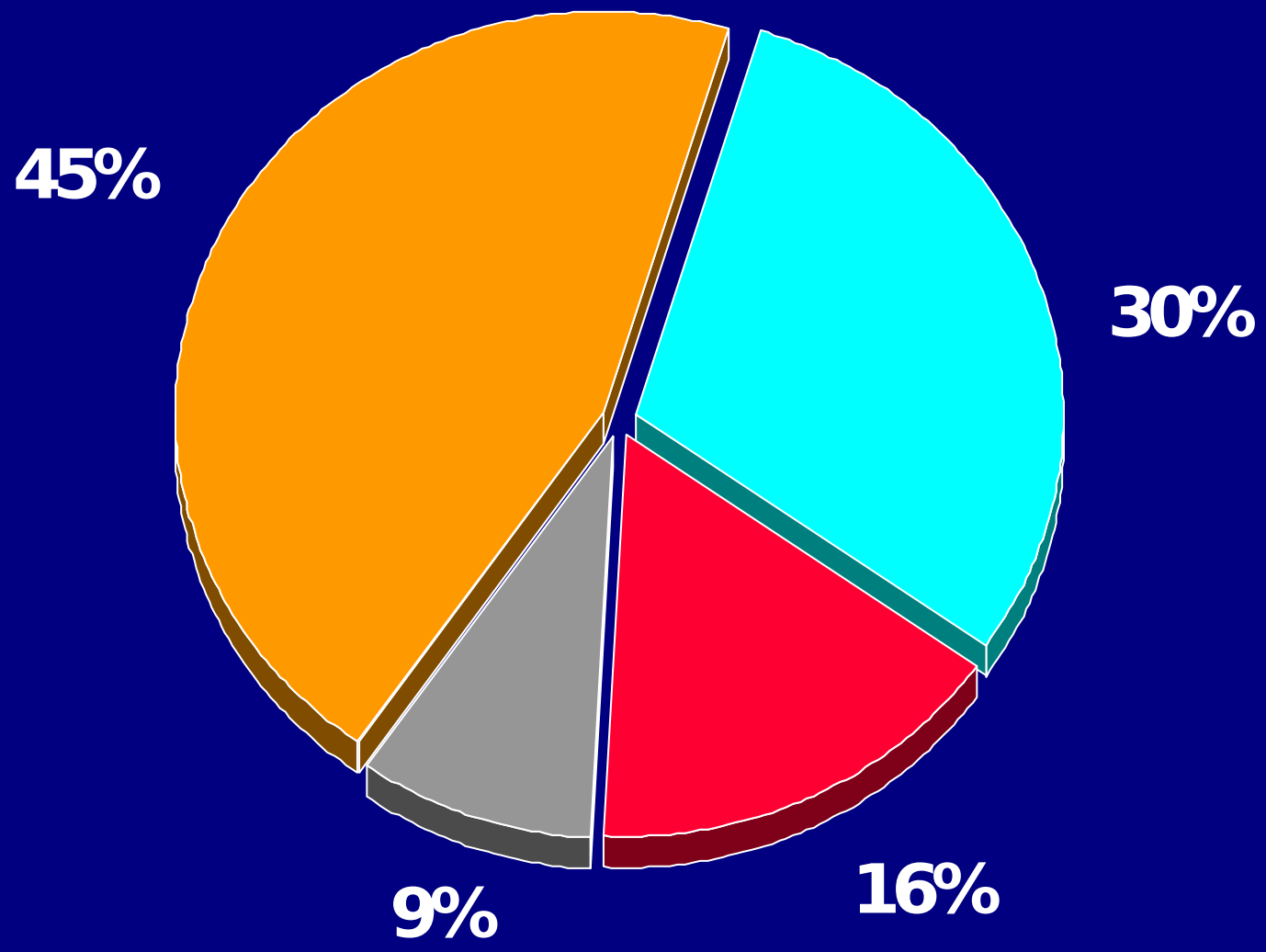
Listening Objectives

- Develop effective listening habits.
- List and explain the three levels of listening.
- Identify barriers to listening.
- **AIM** to be a better listener.

COMMUNICATIONS

How Much Time Do We Spend Doing What?



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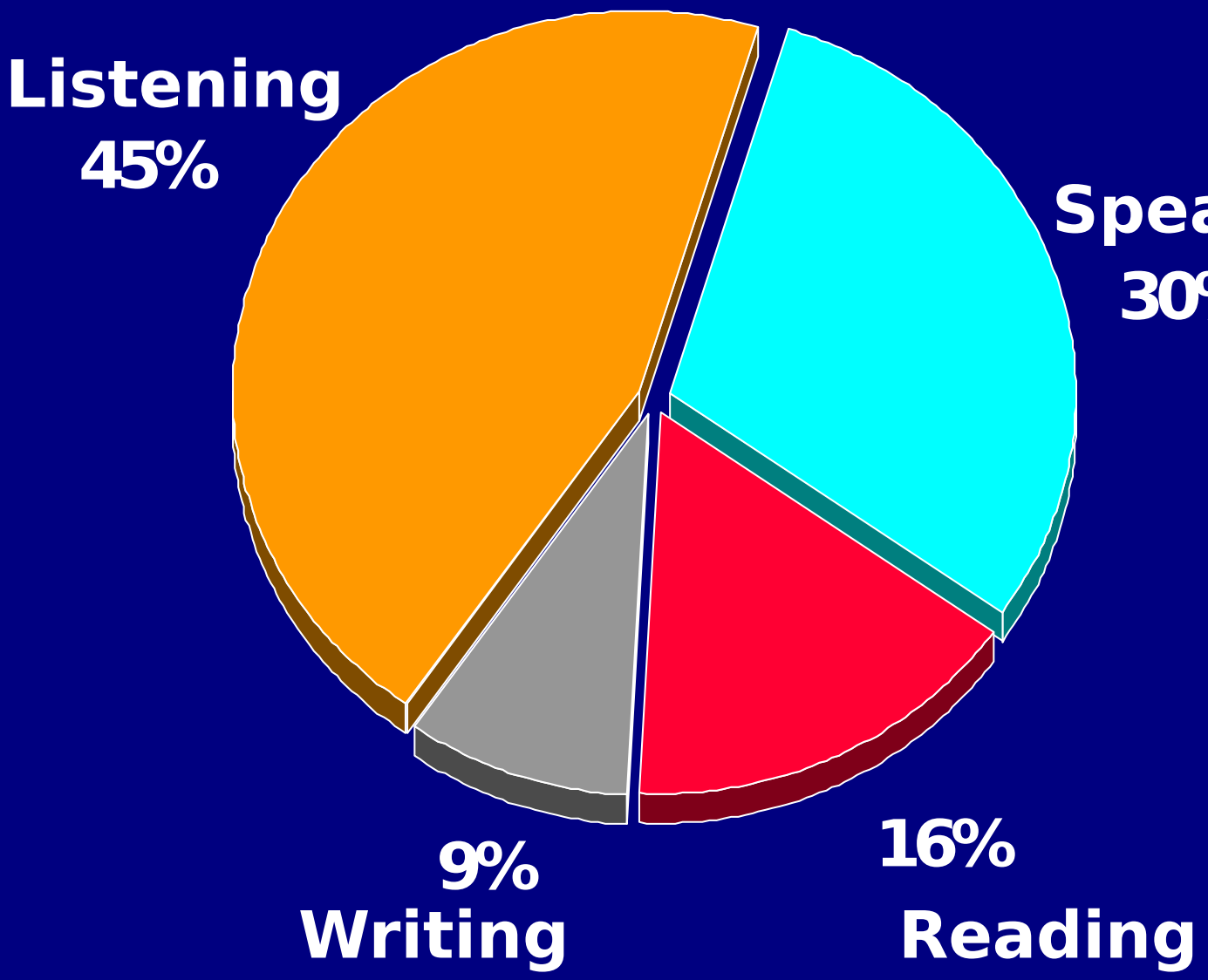


Does Listening Affect Our Organizations?

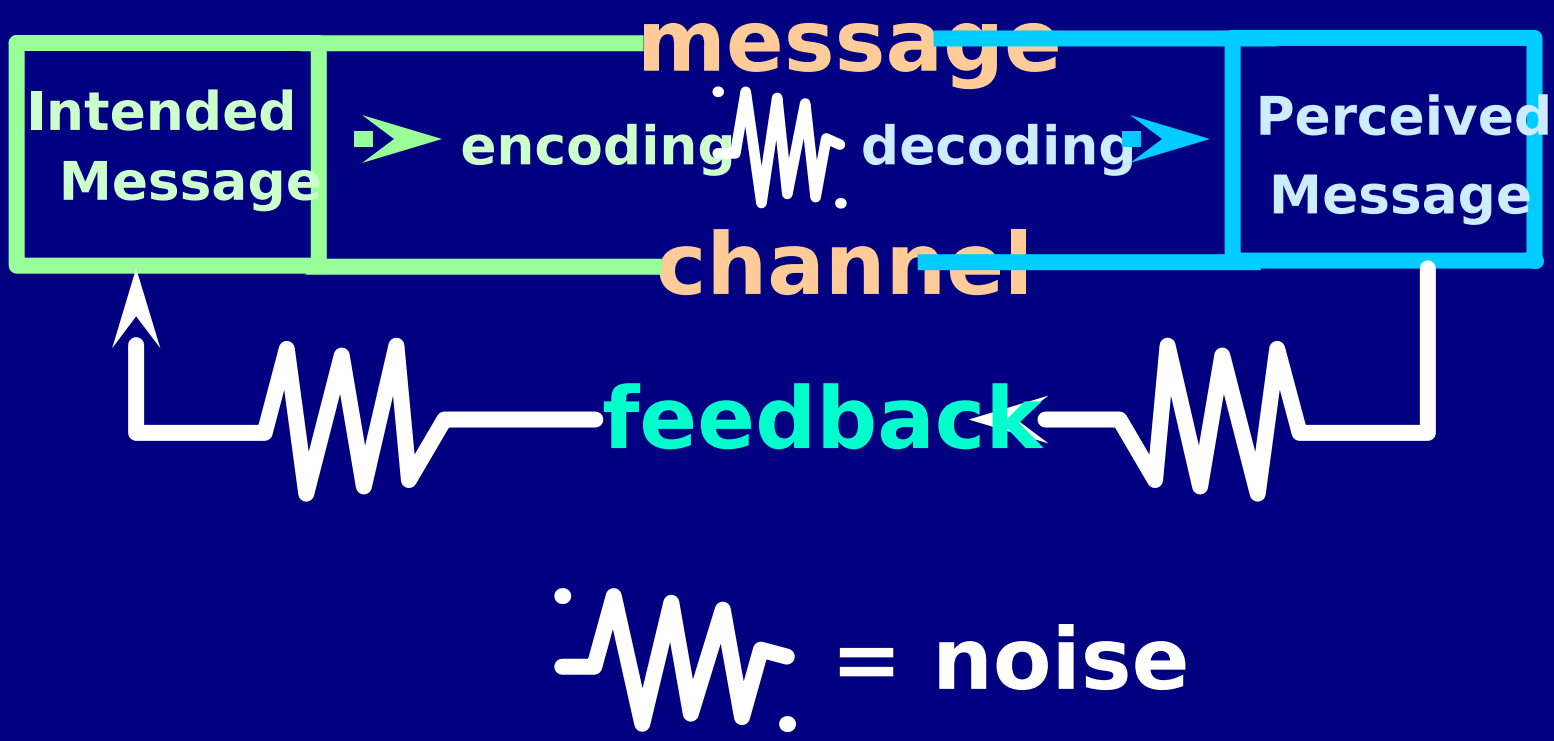
- Brigade Commander or Chairman of the Board — 100%
- Battalion Commander or Vice President — 67%
- Company Commander or General Supervisor — 56%

Does Listening Affect Our Organizations?

- Platoon Leader or Plant Supervisor — 40%
- Squad Leader or Foreman — 30%
- Soldier or Worker — ~~20%~~ 5%

A COMMUNICATIONS MODEL

SENDER MESSAGE RECEIVER



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How well do we really communicate?

The Three Levels of Listening

1 - **Not Hearing At All**

2 - **Passive Listening**

3 - **Active Listening**

Cultural and Psychological Factors

- Status of the Speaker
- Our Strong Beliefs
- Subject Matter Preference
- New Ideas
- Unfamiliar Language

Barriers to Effective Listening

- Labeling the subject uninteresting.
- Criticizing a speaker's delivery.
- Becoming overstimulated--disagree, argue.

Barriers to Effective Listening

- Listening ONLY for facts.
- Faking attention to the speaker.
- Tolerating distractions.

Barriers to Effective Listening

- Avoiding difficult material.
- Allowing emotionally charged words to distract us.
- Wasting differential time:
  - Mind receives 600 to 1000 WPM
  - Speaking rate is 100 to 175 WPM

The Video

Ten Commandments for Effective Listening

- **STOP talking!**
- **Put speaker at ease.**
- **Show interest.**
- **Remove distractions.**
- **Empathize.**

Commandments for Effective Listening

- Be patient.
- Hold anger.
- Avoid criticism.
- Ask questions.
- **STOP** talking!

AIM to be a Better Listener

A - Anticipate the speaker's next point.

I - Identify what the speaker has for evidence.

M - Mentally summarize.

Why be a Good Listener?

- You'll be well liked by others.
- Others will respond favorably to you.
- It's essential to good communications.
- You'll add to your knowledge.
- Good speakers are good listeners.

Why be a Good Listener?

- You will impress others.
- It's the basis for good human relations.
- People are going to be heard.
- The most important skill is being a good listener.

Effective Listening

Summary